SOFTWARE | HARDWARE | SERVICE

UTC RETAIL

2170 POS
Touch Screen POS Workstation

INSTALLATION GUIDE

Congratulations on your purchase of UTC RETAIL's innovative 2170 Touch Screen POS Workstation. The 2170 POS is designed for use in restaurants, convenience stores, and other specialty retail establishments. It is highly configurable, has easy access to connectors, and a large selection of interface ports for connectivity to printers, cash drawers, scanners, keyboards, and other peripherals.

This Installation Guide will help you efficiently install the 2170 POS. The document is intended for use by technical experts who assemble POS systems.

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There are many options for operating systems, drivers, applications, and peripherals. Please consult the supplier's documentation for information not specific to 2170 POS products.

The 2170 POS Touch Screen POS Workstation complies with UL60950 requirements. This equipment has been tested and found to comply with the limits for a Class "A" digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his/her own expense.

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Preparing for Installation

Safety Precautions

DANGER: High Voltage

This unit contains high voltage. There is a risk of electrical shock if the case is opened. If service is required, contact an authorized service agent or UTC RETAIL (UTC).

WARNING: CMOS Battery Damage

Replace your system's battery only with CR-2032 (or equivalent) 3V Lithium-Ion coin cell battery to avoid risk of personal injury or physical damage to your equipment. Always dispose of used batteries according to local ordinance, where applicable. Any damage due to not following this warning will void your motherboard's manufacturer warranty.

WARNING: Access to Internal Components

All access to internal components of the 2170 POS unit is restricted to Authorized Service Personnel only. Opening the case or service by anyone else will automatically void the warranty on this product.

WARNING: Connect AC Power Cable last

To avoid accidental power-up during installation, connect the AC Power Cable last.

WARNING: Electrical Shock

Use caution when connecting cables. To avoid electric shock, do not connect safety extra-low voltage (SELV) circuits to telephone-network voltage (TNV) circuits. Local Area Network (LAN) ports contain SELV circuits, and telephone ports contain TNV circuits. Some LAN ports and some telephone ports use RJ-45 connectors.

CAUTION:

Damage to the logic module components may occur if AC power is not removed from the product prior to attaching any accessories.

CAUTION:

Do not use the Magnetic Stripe Reader (MSR) unit as a handle when moving or carrying the 2170 POS.

CAUTION:

Do not hot plug to the I/O panel serial ports or the serial port adapter cable. Turn off the 2170 POS Unit before connecting serial port cables.

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Site Specifications and Power Requirements

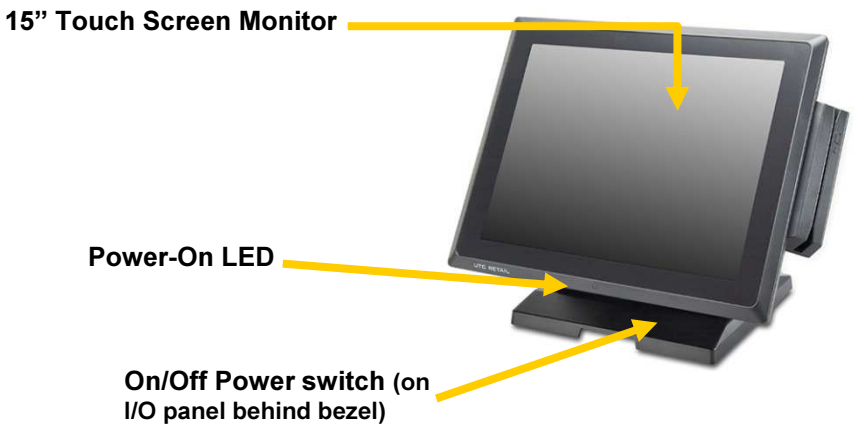
Power Requirements	Voltage Frequency Current (max with peripherals)	120 VAC ± 10% 50/60 Hz 5A
Site Wiring	A dedicated, unswitched power line is recommended. The AC outlet should be close to the 2170 POS. Do not use extension cords.	
Environmental Conditions		
Temperature	Constant operation at or near the temperature limits stated below should be avoided. Do not exceed the limits shown.	
	Operating temperature: Storage temperature:	0°C to 40°C (32°F to 104°F) -20°C to 60°C (-4°F to 140°F)
Humidity	Constant operation at or near the humidity limits stated below should be avoided. Do not exceed the limits shown.	
	Humidity	Up to 90% non-condensing
Airflow Requirements	The ambient air temperature must not exceed 40°C (104°F). Do not block the air vents on any side of the 2170 POS Workstation. Airflow through these vents is required for system cooling. Do not install the 2170 POS in a location not having sufficient ventilation. Leave several inches of clearance on all sides where the air vents are located.	

AC Power Line and Data Line Transient Protection

The 2170 POS is a modern computer that can interface with a large variety of peripherals. This complete POS system represents a significant financial investment for your site. As such, it must be protected against energy transients (lightening strikes, switching transients), complete power loss or brownouts as you would protect any piece of computer equipment. UTC RETAIL has a large variety of power and data line conditioner equipment and uninterruptible power supplies (UPS) that can be sized for your system; contact your UTC RETAIL representative for information.

Getting to Know the System

2170 POS



Product Components

The 2170 POS product includes:

- 2170 POS main unit
- Safety Sheet
- A/C power cord
- Two (2) RJ-45 to DB-9 serial port adapter dongles

Depending on the configuration you have purchased, the following optional items may also have been installed:

- Magnetic Stripe Reader (MSR)
- Rear Customer Display (RCD)
- 8.4" Rear LCD Display

User Guide

To download the User Guide for this product, go to www.utcretail.com

Installing the 2170 POS Workstation

Power Cord

Plug the supplied AC cord into the power adapter mounted into the base. See photo below. Stand the system on its feet and snake the power cable through the cutout in the rear of the base.

WARNING: To avoid accidental power-up during installation, connect the AC Power Cable last.

Figure 1, 2170 Power Cord Attachment

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Input/Output Panel – Port Configuration

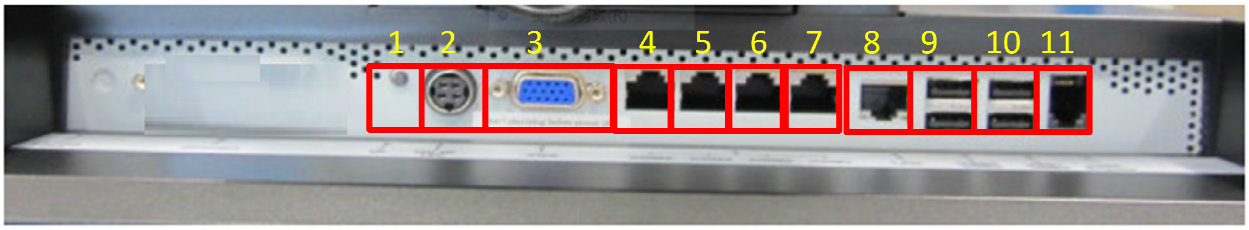

Figure 2, 2170 POS I/O Panel

1. **Power switch**
2. **DC in 19V**
3. **VGA**
4. **COM4**
5. **COM3**
6. **COM2**
7. **COM1**
8. **LAN**
9. **USB3/USB4**
10. **USB1/USB2**
11. **Cash Drawer**

Cable Routing

For a neat installation, route the I/O panel cables through the cable tie down clamp assembly. See photo below. Excess cable can be loomed under the 2170 stand and hidden behind the system.

Figure 3, 2170 I/O Panel and Cable Clamp Assembly

Hard Drive Removal

The 2170 POS System is equipped with one easily accessible hard drives.

To remove a hard drive, follow these steps:

1. Shut off all power to the system; unplug the power cord from the AC outlet.
2. Remove the single screw on the rear panel and lift off the hard drive access cover.
3. Disconnect the HDD cabling.
4. Replace hard drive.
5. Reconnect the cabling and install the door.

Figure 4,2170 HDD seen under open door

Troubleshooting

2170 POS System User Guide provides troubleshooting procedures for possible problems encountered when installing the product. Access the document at: www.utcretail.com.

Service and Technical Support

Assistance and customer service are available from your dealer or authorized service provider. If your dealer or service provider cannot answer your questions or provide satisfactory service, call UTC RETAIL's Technical Support. When calling for assistance or service information, please be ready to provide the model number and serial number, which can be found on a label on the bottom of the chassis.

If the product needs to be returned to a repair facility, please use the original packing material and shipping carton.

For assistance, service and product information, contact:

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